

Claim form information

All enquiries 8:00am – 4:30pm Monday to Friday.

Ways to make a claim

Online Go to powerwater.com.au/claimform and complete the online form.

Email Send us a completed copy of this form to: customerservice@powerwater.com.au

Fax Scan completed form to: (08) 8923 9546.

Post Mail completed form to:
Compensation Claim
Power and Water Corporation
GPO Box 3596
Darwin NT 0801

Important: Please include any documents/evidence to support your claim such as receipts, invoices, photos etc.

Frequently asked questions

Here are some answers to help you understand how a claim for compensation is assessed:

How long will my claim assessment take?

We will confirm receipt of your claim within 10 business days and we will investigate your claim and provide a written assessment once a full investigation has been completed. If the claim is more complex we will explain the reason for the delay, advise you of a new timeframe and keep you informed of the progress.

Do I need to provide additional documentation?

Please include any documents (where possible) to support your claim, such as receipts for repairs, valuations or quotes for replacement of property that is substantially the same age, functionality and appearance or any photo evidence.

Under what circumstances can I make a claim?

Power and Water Corporation is liable for losses due to supply abnormalities or failures only when caused by our negligence or bad faith. If you believe Power and Water is responsible for your loss, you may submit a claim that will be assessed to determine whether you are entitled to compensation.

Will I be compensated for all loss or damage?

We will help customers meet the fair and reasonable costs associated with repairs, loss or damage resulting from:

- Negligent or incorrect action by Power and Water.
- Failure or inappropriate operation of Power and Water equipment.

What will Power and Water cover?

- The reasonable cost of repair of an item to a condition substantially the same but not better than the item's condition immediately before the damage, taking consideration of age, condition and useful life.
- The reasonable cost of replacing an item with another item of a condition substantially the same but not better than the item's condition immediately before the damage, taking consideration of age, condition and useful life.

Important: We do not reimburse GST when compensating claimants who are able to lodge GST input tax credits as this is claimed from the Australian Tax Office.

When will Power and Water not compensate for loss or damage?

We do not compensate customers for any loss or damage that occurs as a result of events or circumstances outside our control, including but not limited to:

- Impact by a falling tree or part of a tree.
- Interference by birds or animals.
- Motor vehicles colliding with our infrastructure.
- Bushfires.
- Lightning, storms, winds – borne debris.
- Events caused by pollution.
- Any third party interference to the electricity system.
- Power failure/interruption/surges and sags unless directly caused by Power and Water's negligence or bad faith.

In the event any of the above circumstances occur, it is recommended that you contact your insurance company.

If you have any queries relating to the consumption or photovoltaic (PV) feed-in tariff data on your electricity account, you should contact your electricity retailer in the first instance. If you have specific questions about the effects of a supply interruption on your solar PV system, please contact general enquiries on 1800 245 092.

What are my responsibilities?

- Maintain equipment required by laws, regulation and standards.
- When damage may occur, take all reasonable and appropriate action to advise Power and Water and any other action to minimise damage or loss.
- For sensitive equipment take appropriate and reasonable steps to provide suitable power protection.

Can I claim the Guaranteed Service Level (GSL) duration of interruption payment with this form?

No you do not need to lodge a claim. These payments are for inconvenience and are automatically paid to account holder(s) who experience excessively long interruptions to supply within three (3) months of the date of the interruption. For further information, please contact general enquiries on 1800 245 092 or visit our website:

http://www.powerwater.com.au/networks_and_infrastructure/power_networks/guaranteed_service_levels

Privacy

The privacy of our customers is important to Power and Water Corporation. The information supplied on this form will be used in relation to the investigation and assessment of your claim, and in accordance with our Privacy Policy. In processing your claim, Power and Water may need to disclose the information supplied to third parties within the electrical, insurance and legal industries. For a copy of our Privacy Policy, please visit our website:

http://www.powerwater.com.au/customers/my_account/privacy

Security information disclaimer

Power and Water Corporation may store your personal information in paper and electronic formats. Power and Water takes steps to ensure the security of all information provided by maintaining in a secure environment accessed only by authorised personnel. However, any data sent over the internet or stored on internet servers cannot be guaranteed to be fully secure. These activities are undertaken at your risk.

Claim form information

This form is made available without prejudice and without admission of liability.

Claimant details

Are you claiming as a: Residential customer Business customer Other party

Title Given name(s) Surname

Daytime telephone Mobile

Email

Important: If you are completing this form on behalf of business, please complete the below information fields:

Company/business name ABN/ABRN number

Are you registered for GST and able to claim an input tax credit on the replacement goods? Yes No

Postal address

PO Box or street address

Suburb/community State Postcode

Claim details

Date incident occurred / / Time incident occurred : AM / PM

Address associated with claim (where loss or damage occurred)

Unit/street number Street name

Suburb/community State Postcode

Description of incident and any other relevant details:

Please note: Remember to attach any documents or evidence you have to support your claim.

Details of the item(s)

Appliance/Property damaged (if liable, Power and Water can only consider the lesser of; repair cost or indemnity value)

Item	Manufacturer/Supplier	Model number	Age of item	Amount claimed
			Total claim:	\$

Is the appliance/property repairable?

Yes 1. Please attach copies of quotes for repair including a description of the cause for the damage.
Please note: An item does not have to be repaired prior to claiming.

No 1. Please attach copies of receipts, valuations or quotes for replacement of property of substantially the same age, functionality and appearance.
2. Attach certification form from independent qualified person that the item cannot be economically repaired.
3. The certification from an independent qualified person must indicate a description of the cause of the damage; and
4. All electrical and non-perishable items are not to be disposed of without our prior consent.
Please note: Costs associated with substantiating a claim are the responsibility of the person submitting the claim.
Power and Water may consider reasonable substantiation costs only in the event your claim is accepted.

Food spoilage (please attach additional pages as required, also recommend that photos be taken of spoiled food to substantiate your claim)

Refrigerated or frozen	Quantity	Description	Place of purchase	Amount claimed
			Total claim:	\$

Other loss (full substantiating documentation and clear calculations must be presented)

Item	Description	Amount claimed
		Total claim:
		\$

Acceptance and signature

I have read and understand the 'frequently asked questions' section of this form.

I declare that the information that I supplied on this form, and any attachments to this form, is true and correct to the best of my knowledge.

Full name

Signature

Date

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